

JOB TITLE: Communications Officer

SD/19

DEPARTMENT: Sheriff, Rutherford County

JOB SUMMARY: This position performs communications and clerical duties in support of the law enforcement, fire, and rescue functions of the county.

MAJOR DUTIES:

- o Receives routine and emergency telephone calls and personal requests for assistance concerning crimes, fires, rescue needs or general information.
- o Operates a variety of electronic equipment to maintain contact with department personnel, fire and rescue units, and other law enforcement units; dispatches officers to answer requests for assistance; provides information about the situation as it develops or background information from the DCI and NCIC system.
- o Operates a computer terminal to enter calls and retrieve information from the 911 CAD system; operates terminal connected with the Division of Criminal Information and the NCIC to obtain driver's history, criminal history, vehicle registration data, and other information.
- o Maintains communications logs and reports.
- o Identifies the location of callers dispatch units.
- o Monitors public and private fire and security alarm systems; activates monitors to dispatch volunteer fire and rescue; transfers appropriate calls to other agencies.
- o Monitors activities of officers on patrol and makes radio contact to ensure safety.
- o Takes and dispatches after hours calls for various county and state agencies.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of modern office practices and procedures.
- o Knowledge of the principles and practices of emergency and non-emergency communications and administration.
- o Knowledge of applicable federal, state, and local laws, county ordinances, and department policies and procedures.

- o Knowledge of county geography.
- o Knowledge of regulations and procedures of state and national crime information centers.
- o Knowledge of FCC-approved emergency codes and signals.
- o Knowledge of computers and communications equipment.
- o Skill in computer operation and data entry and retrieval.
- o Skill in using standard office equipment.
- o Skill in dealing with the public.
- o Skill in maintaining records.
- o Skill in interpersonal relations.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The supervisor assigns work in terms of general instructions. Completed work is spot-checked for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include federal, state, and local laws, DCI and NCIC procedures, and county and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related technical duties. The need to respond efficiently in emergency situations contributes to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to perform communications functions for the department. Successful performance facilitates efficient law enforcement and emergency response.

PERSONAL CONTACTS: Contacts are typically with co-workers, other county employees, representatives of other police and public safety agencies, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information and provide services.

PHYSICAL DEMANDS: The work is performed while intermittently sitting, standing or stooping.

WORK ENVIRONMENT: The work is typically performed in an office that is sometimes noisy.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- o Ability to read, write, and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- o No experience requirements.
- o Possession of or ability to readily obtain a valid driver's license issued by the State of North Carolina for the type of vehicle or equipment operated.
- o Ability to be certified by the State of North Carolina as DCI operator.